MATTHEW DAVIS

989-863-1014 | matt@matthewdavis.tech| Vassar, MI | https://matthewdavis.tech

CAREER OBJECTIVE

An ambitious, fast-learning, self-starter, seeking to apply my enthusiastic attitude and curiosity-driven passion for technology to an entry-level IT Support Specialist or Help Desk role.

EDUCATION & HOME-LAB

Bachelor of Science: Information Technology |Southern New Hampshire University |2025

- **GPA:** 3.841
- **Concentration:** Cybersecurity
- **Coursework:** Microsoft 365 (Outlook, Word, Excel, PowerPoint), Python, Packet Tracer, SQL, AWS
- **Home-Lab:** Windows Active Directory, Networking (LAN & Wi-Fi, VPN, Firewall, Server), IT ticketing system, PC Build, Data Backup & Recovery

CERTIFICATIONS

- CompTIA A+
- CompTIA Network+
- CompTIA Security+ (currently studying, estimated completion: May 2026)

SKILLS

- Communication
- Teamwork & collaboration
- Critical thinking
- Troubleshooting
- Dependable, reliable, & adaptable
- Time management
- Customer service
- Problem-solving

WORK EXPERIENCE

CAP 1 Associate, WALMART (Caro, MI)   **2018 – present**
- Provided excellent customer service to ensure satisfaction and repeat business.
- Operated company provided devices to accurately record data.
- Stocked shelves to maintain product availability and organization.

Inventory Specialist, BEST BUY (Flint, MI)   **2016 - 2018**
- Assisted Geek Squad with home installs, configurations, troubleshooting, and repair.
- Aided customers in locating products and provided information on features.
- Utilized inventory management software to locate, package, and ship orders.